

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B602) WIMS Development and Deployment Support

TA No: SLB038-Rev7

Task Area Monitor: **Alternate Task Area Monitor:** None

NASA POC: **Software Control Class:** Low Control

Type of Task: Non-Recurring Task

2. **BACKGROUND**

In June 2002, LaRC Senior Management established the Balanced Resources Initiative Team (BRIT) a Center Team to improve the ability to balance resources primarily workforce) between Capacity and Demand and to improve new business processes and tools. This Center improvement initiative was largely driven by the need to improve LaRC Business management practices and ensure that the Center meets the Goals and Objectives of Full Cost and the PMA. The Workforce Integrated Management System (WIMS) system was developed for LaRC to provide:

- Tighter integration of WF allocation and budgeting
- Better insight into Workforce Actuals
- Better Budget and Performance Integration
- Better Strategic Management of Human Capital

In the Fall of 2003, WIMS was presented at the HR Directors Conference and the Administrative Issues Conference. As a result, NASA deployed WIMS to all Centers. The WPS module is actively used at all Centers. The Government plans the deployment of AWARE Agency-wide in FY06. The other modules, CAPS and PRLS, are in use at some of the Centers, but not deployed Agency-wide.

The maintenance and operations of WIMS is addressed under task 101. This task (SLB038) identifies only current or known development work. This task will be modified as needed to add new work and remove work that has been completed. Once completed, all maintenance and operations related to new work will be supported under the 101 task.

3. **OBJECTIVE**

The goal/vision of this task is to complete the rollout of all modules of WIMS across all Centers. This will include, but is not limited to Center enhancements (both software and hardware). The ongoing support for the operations and maintenance of the WIMS application will be covered under TA 101. However, planning for the operations and maintenance activities and infrastructure will be performed in this task. This TA will cover the requirements and tasks necessary to provide WIMS to NASA.

Since WIMS is an Agency system, the customer support base is not limited to LaRC. The interaction and collaboration between all members of the WIMS Deployment Team and ConITS support staff (both Civil Service and ConITS) will be integral to this tasks success.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

The services itemized in this TA are dependent upon secure and reliable underlying services. These support services are defined as system administration, database administration, web administration, and cold fusion administration.

For each evaluation period the contractor's performance shall be measured not only by the metrics itemized within the work areas, but also their performance supporting the underlying services on which WIMS must depend.

General IT Support Services Performance Metrics

Performance Standard: Documentation for each interface meets work area requirements and schedule.

Performance Metrics:

- Exceeds: All documentation for each interface is delivered to the TAM/customers as scheduled and meets work area requirements with no anomalies.
- Meets: All documentation for each interface is delivered to the TAM/customers as scheduled and meets work area requirements with only minor anomalies.
- Fails: One or more of the documents delivered to the TAM/customers after its scheduled delivery date or does not meet work area requirements.

Performance Standard: Documentation for each release meets work area requirements and schedule.

Performance Metrics:

- Exceeds: All documentation for each release is delivered to the TAM/customers as scheduled and meets work area requirements with no anomalies.
- Meets: All documentation for each release is delivered to the TAM/customers as scheduled and meets work area requirements with only minor anomalies.
- Fails: One or more of the documents delivered to the TAM/customers after its scheduled delivery date or does not meet work area requirements.

Performance Standard: Each software release meets requirements and is installed as scheduled

Performance Metrics:

- Exceeds: A fully functional release is installed in production prior to its scheduled delivery date and it meets version requirements. No anomalies attributed to the release are found following implementation into production.
- Meets: A fully functional release is installed in production on its scheduled delivery date and it meets version requirements. No anomalies attributed to the release are found following implementation into production.

Fails: A fully functional release is installed in production after its scheduled delivery date or the installation does not meet version requirements or anomalies attributed to the release are found following implementation into production.

Performance Standard: Each interface meets requirements and is installed as scheduled

Performance Metrics:

Exceeds: A fully functional interface is installed in production prior to its scheduled delivery date and it meets version requirements. No anomalies attributed to the interface are found following implementation into production.

Meets: A fully functional interface is installed in production on its scheduled delivery date and it meets version requirements. No anomalies attributed to the interface are found following implementation into production.

Fails: A fully functional interface is installed in production after its scheduled delivery date or the installation does not meet version requirements or anomalies attributed to the interface are found following implementation into production.

Performance Standard: The WIMS Help interface is intuitive, user friendly and promotes self-help among users.

Performance Metrics:

Exceeds: The Help Interface is installed prior to schedule and exceeds work area objectives and requirements.

Meets: The Help Interface is installed as scheduled and meets work area objectives and requirements.

Fails: The Help Interface is installed after its scheduled delivery or does not meet work area objectives and requirements.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: WIMS Releases

LaRC Manager:

Work Area Description: Support WIMS Releases

Work Area Requirements: - Collaborate with the customers and the TAM to identify release requirements

- Develop at a minimum per release; a Requirements Document (RD), System/Software Version Description Document (SVDD), and release specific training materials. Documents shall meet their intended purpose and not require significant rework following their scheduled delivery date.

- Manage the testing of the release both internally (within the WIMS team) and externally (customer acceptance testing).

- Manage the release into the production environment.
- Document the tasks, timeline, and resources in the project schedule.
- Promote customer understanding of the release through WebEx demonstrations, documentation and training.

Work Area Title: WIMS Interface Development

LaRC Manager:

Work Area Description: Support WIMS Interface Development

Work Area Requirements: - Modify and/or develop WIMS interfaces

- Perform all required analysis in order to complete the Interface Control Document (ICD) and meet customer and TAM requirements
- Coordinate with system managers and support staff of source data
- Manage the testing of the interface both internally (within the WIMS team) and externally (customer acceptance testing)
- Manage the interface into the production environment
- Document the tasks, timeline, and resources in the project schedule.
- Develop at a minimum per interface an Interface Development Document (IDA) or equivalent. Documents shall meet their intended purpose and not require significant rework following their scheduled delivery date. Post all documentation to the WIMS documentation library.
- Promote customer understanding of the release through WebEx demonstrations, documentation and training.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

IT Security requirements that exceed the Center IT Security Plan will be defined as WIMS IT Security plan to be developed and maintained by the Contract Project Manager for this project in coordination with the team and LaRC's IT Security Manager.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Software engineering process requirements for this task come under the Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

Meetings will be scheduled weekly to discuss project status, milestones, deliverables and issues. The Contractor shall be responsible for documenting the minutes of this meeting and submitting to the TAM via email. At minimum the minutes shall contain: Actions Items, person assigned, status of action items.

11. PERIOD OF PERFORMANCE

This TA is effective from 06/14/04 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

Technical Rating shall be based upon Quality and Timeliness as describe below.

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within two weeks from the receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Install WIMS Release in Production (For Each Release)	As identified in the WIMS project schedule (maintained and managed under task 101)
2	Install WIMS Interface into production (For Each Interface)	As identified in the WIMS Project Schedule (maintained and managed under task 101)
3	WIMS Documentation (For Each Release/Interface)	As identified in the LPM Project Schedule (maintained and managed under task 101)

17. FILE ATTACHMENTS

None.